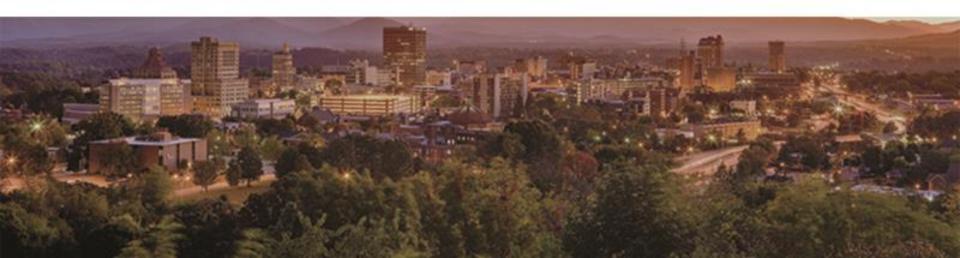




March 22, 2017

Operational Support Team Update



OST Policy Training

- The following policy trainings have been/will be developed and posted on the NC FAST Learning Gateway effective March, 2017:
 - > FNS 290 Controlled Substance Felons
 - > FNS 260 Whose Income is Counted
 - > FNS 225 US Citizenship and Alien Status
 - > FNS 115 Electronic Benefit Transfer (EBT)
 - > FNS 610 Inactive Electronic Benefit Transfer (EBT) Account Report
 - > FNS 625 Commodities
 - > FNS 705 Fair Hearings
 - > FNS 800 Referrals
 - > FNS 805 Requirements to Establish Recipient Claims
- Several Medicaid trainings have been developed and will be posted to the Learning Gateway within the coming months.
- Additional Work First Modules forthcoming
- Recommendations for Training Modules and Feedback to OST Managers
 - > Regina.Bell@dhhs.nc.gov
 - ➤ Barbara.Daniels@dhhs.nc.gov



SNAP Collaborative County Partners Experience

❖ Union County DSS – 100% FNS Recertification Processing Timeliness!!

> PDSA #1: Same Day Recertification Processing

> PDSA #2: Tackling Mail-In Recertifications

❖ <u>Davidson County DSS</u> – Focus on how to measure performance, setting expectations and benchmarks utilizing the "Pull" method

